

ORIGINAL

Before The  
POSTAL RATE COMMISSION  
WASHINGTON, D.C. 20268-0001

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POSTAL RATE COMMISSION  
OFFICE OF THE SECRETARY  
Docket No. MC98-1

Mailing Online Service

RESPONSE OF THE UNITED STATES POSTAL SERVICE  
WITNESS WILCOX TO INTERROGATORY OF  
MAIL ADVERTISING SERVICE ASSOCIATION  
(MASA/USPS-T7-1)

The United States Postal Service hereby provides the response of witness  
Wilcox to the following interrogatory of Mail Advertising Service Association:

MASA/USPS-T7-1, filed on August 6, 1998.

Each interrogatory is stated verbatim and is followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

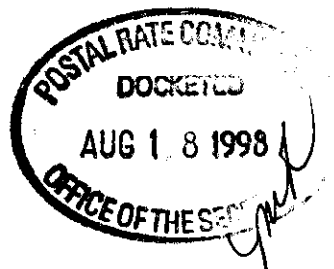
By its attorneys:

Daniel J. Foucheaux, Jr.  
Chief Counsel, Ratemaking



Scott L Reiter

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Washington, D.C. 20260-1137  
August 18, 1998



RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS WILCOX TO  
INTERROGATORIES OF MAIL ADVERTISING ASSOCIATION  
INTERNATIONAL

**MASA/USPS-T7-1.** Describe in detail the assistance you received in connection with all uses you made of MOL. Include in your answer:

- a. the number of times you used MOL;
- b. the volume of each MOL mailing;
- c. the date of each MOL mailing;
- d. with respect to each MOL mailing, the assistance you received from the Postal Service, including the number and duration of contacts, the nature of the contacts (phone, e-mail, in-person, etc), and the nature of the assistance (understanding software, Postal Service requirements etc.); and
- e. whether you would have used the mail for your MOL mailing in the absence of MOL, and if so, how the mailing have been presented to the Postal Service and at what rate they would have been mailed.

**RESPONSE:**

- a. Approximately 20.
- b. Approximately 1,300 each month.
- c. Approximately each month, around the 15<sup>th</sup>-25<sup>th</sup>
- d. The Postal service conducted a seminar at which the basics of the program were explained.
- e. As I state in my testimony at page 1 line 17, I was previously using the mail, specifically regular First-Class Mail that I took to the post office.

AMENDED RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS  
WILCOX TO INTERROGATORIES OF MAIL ADVERTISING ASSOCIATION  
INTERNATIONAL

**MASA/USPS-T7-1.** Describe in detail the assistance you received in connection with all uses you made of MOL. Include in your answer:

- a. the number of times you used MOL;
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- d. with respect to each MOL mailing, the assistance you received from the Postal Service, including the number and duration of contacts, the nature of the contacts (phone, e-mail, in-person, etc), and the nature of the assistance (understanding software, Postal Service requirements etc.); and
- e. whether you would have used the mail for your MOL mailing in the absence of MOL, and if so, how the mailing have been presented to the Postal Service and at what rate they would have been mailed.

**RESPONSE:**

- a. Approximately 20.
- b. Approximately 1,300 each month.
- c. Approximately each month, around the 15<sup>th</sup>-25<sup>th</sup>
- d. The Postal Service conducted a seminar at which the basics of the program were explained. My recollection is that the seminar was held approximately 30 to 45 days before the start of the service. The seminar lasted about three hours, was attended by approximately 50 to 75 people, and was conducted by several Postal Service employees.

During my first mailing using the service I telephoned the help desk approximately 10 to 20 times. I did not keep track of the exact number and duration of the calls. It turned out that the primary reason for my difficulties was that the software I was using was not compatible with the Mailing Online service software.

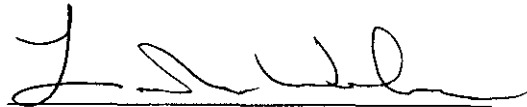
AMENDED RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS  
WILCOX TO INTERROGATORIES OF MAIL ADVERTISING ASSOCIATION  
INTERNATIONAL

Since clearing up that problem by switching to "My Mailer" software, I have had to call the help desk only once, when I was preparing my mailing last month. The call was caused by a problem getting onto the Postal Service's server. Following my call, I was able to get on and produce my mailing without further problems when I tried the next day.

e. As I state in my testimony at page 1 line 17, I was previously using the mail, specifically regular First-Class Mail that I took to the post office.

# DECLARATION

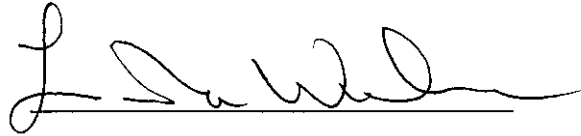
I, Linda Wilcox, declare under penalty of perjury that the foregoing answers are true and correct, to the best of my knowledge, information, and belief.



Dated: 8-17-98

### DECLARATION

I, Linda Wilcox, declare under penalty of perjury that the foregoing answers are true and correct, to the best of my knowledge, information, and belief.

A handwritten signature in cursive script, appearing to read "Linda Wilcox", written over a horizontal line.

Dated: 8-20-98

## CERTIFICATE OF SERVICE

I hereby certify that I have this day served the foregoing document upon all participants of record in this proceeding in accordance with section 12 of the Rules of Practice.

A handwritten signature in black ink, appearing to read "Scott L. Reiter", written over a horizontal line.

Scott L Reiter

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